



FLIGHT GLOBAL
STUDIO

**VIRTUAL
STANDARD**

*Operation
Procedure*
WWW.IF-FGS.COM



Policy No. PO 101

May 2019, Version 3.0:

Standard Operating Procedure for Flight Global Studio

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Reviewing	President Paul Chen
Final check	Director You Hao
Effective	27/05/18
ReviewDate	15/05/19
Signed	Sean_Z

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Foreword

Flight Global Studio is one of the greatest communities and Virtual Organisations within Infinite Flight. We have gone from strength to strength in recent months, with an exponential amount of flights flown and logged, pilots within our VO, and more. We could not have done this without the amazing community of Pilots and Staff that we have present in Flight Global Studio. I would like to thank you all from the bottom of my heart for the role you have all played, and continue to play, in making FGS the place it is today, and long may this wonderful and welcoming community continue.”



Deputy President, Flight Global Studio

- “13,000+flights flown. 27,110 hours. The world circumnavigated 575 times. Worldwide routes. 1 years of being the leading OA in Tieba. And we’re not done yet.”



This document has been created for the purposes of guiding all members of Flight Global Studio VOs in their flight duties and respective roles within the VO. All Policies and Procedures stated in this Document outline the official stance of Flight Global Studio VO.

It is the responsibility of all members of FGS to read, understand and act in accordance with this document. Failure to Comply with any regulations stated in this document may result in Disciplinary Action. All members must act in accordance with this document with the sole exception of President Paul, and those who he delegates due power.

All policies and procedures included in this document are conforming to the regulations of the IFFGS, and the Infinite Flight LLC Terms of Service.

This document may only be distributed by Staff Members or delegated representatives of Flight Global Studio.

A Note from the President:

"Here at Flight Global Studio, we are proud to serve for our pilots and the wider community. We strive to do our utmost best when it comes to a Virtual organization, and take into careful consideration all its members and their views, we all play a significant role and without each other, we couldn't possibly be where we are today. I'd like to remind you all of your importance, you all have my greatest respects. May we continue to progress, and, as always, let us fly to serve"

-Paul Chen, President

TO SEE THE WORLD

As mentioned, this document outlines the official stance of Flight Global Studio in different situations and gives an overall stance of our VO. Deviation from following this Standard Operating Procedure may result in termination of membership within Flight Global Studio, at the discretion of the Senior Leadership Team.



Operator Name:

Flight Global Studio

Abbreviation of Operator Name, Henceforth:

FGS

Operator Callsign*

FGS-05**

Affiliate VO/Worldshare Callsigns

IPP International professional pilots

Points of Contact**

Website: <https://www.if-fgs.com>

Crew Centre: <https://if-fgs.com/crew-center>

Instagram: @flightglobalstudio

Slack <http://flightglobalstudio.slack.com/>

Email: [zhang10748755355@gmail.com*](mailto:zhang10748755355@gmail.com)

*Full list of contact emails outlined in "Staff" section.

Operator's Current Owner:

President Paul Chen

Deputy President Sean Zhang

Deputies in all capacity:

Flight manager You Hao

HR-Human Resource Theo G

Media Manager Andy Zheng

Chief Editor Samuel

Chief Pilot Carl

Chief Manager of Southwest China Jerry Lin

Main Hubs: Ningbo (ZSNB)
Urumqi (ZWWW)
ZhengZhou (ZSHC)

Secondary Hubs*:** Chengdu (ZUUU) | XIAN (ZLXY) | HangZhou (ZSHC) |
NanJing (ZSNJ) | HaiKou (ZJHK) | BeiJing(ZBAA) |
ChongQing (ZUCK) | ShangHai (ZSPD) Pudong

*All Pilots must still fly with their assigned FGS Callsign. **/contact us can be used.



- 1. As a member of FGS, the member agrees to be bound by this document in terms of their membership.**
 - a. These policies will be effective on FGS's Slack address, FGS alliance forum, and official website. If any subsequent changes are made to these policies, FGS is not bound to notify the members, other than signpost to the changes on the website.
 - b. Violations of these policies may result in disciplinary action.
- 2. The FGS username and password you provide to access our Slack Group is exclusive to you, and your identification as a member of FGS.**
 - a. You may not give permission or knowingly allow your username and password to be used by anybody else.
- 3. You may register for and hold only one FGS registration.**
- 4. All members must provide a Valid email address, in accordance with Slack Policy**
 - a. If you have an issue accessing your account, contact a member of the leadership on the Infinite Flight Community.
 - b. The Flight Supervisor may request for Validation for any flight that he/she wishes, most often in the form of a logbook screenshot.
- 5. Members are required to read, or acknowledge, and follow the Standard Operating Procedures (SOPs).**
- 6. Members also must hereby accept and follow the FGS Code of Conduct.**
- 7. FGS is a non-profit organization and does not charge any fees to apply for or to retain membership in the organization FGS.**
 - a. No member of FGS may request money or charge fees for assistance in accessing FGS.
- 8. FGS Presidential TEAM reserves the right to temporarily suspend or terminate an individual's membership of the organization without notification if rules have been violated.**
 - a. Any dismissal is subject to an appeals process with the FGS OA. This will be highlighted during the disciplinary process.
- 9. Members represent the FGS at all times when visiting other sites on the internet if they clearly identify themselves as a member.**
 - a. Members must not undertake any action to bring harm to the reputation of FGS, including but not limited to: misrepresenting yourself to another organization, breaking the rules and guidelines of another organization, or making derogatory statements about FGS.



10. Upon authority by the President;

- a. A user can be dismissed without reason where grounds to suspect that a manner too serious has been committed, that not to remove such user immediately could damage the reputation, credibility, or stability of FGS.
- b. Any member of FGS leadership can be placed into the position of investigation officer, such as granting the power of investigation.
- c. Any member of FGS Senior Leadership can be placed into the position of decision officer, such as granting the power of dismissal and sanction.
- d. Has the authority to refuse, retain, or suspend membership.
- e. Has the power, in an agreed emergency by at least three members of Senior Leadership, with one being the President, to enter the VO into 'Bunker Mode'
 - i. Bunker mode will temporarily void the SOP and the VO will be under the full control and order of the president.
- f. To delegate any of the above powers onto the other members of the Senior Leadership Team.
- g. The power to award any rank, power, or delegation.



FGS Welcome Process

Pilots wishing to join the VO must apply via the official FGS Website. Entrants must be Grade 3+ on Infinite Flight Live, have an active subscription, and have Infinite Flight Community Account. On completing the entry form, pilots will be messaged with a Recruitment Test via the Infinite Flight Community. Upon completion of the test with a pass result (31/37), the pilot will be invited to the slack group and Q group.

If a pass result was not obtained:

Retest May be taken in 7 days. Afterwards, 1 month.

If a pass result was not obtained for the third time, the applicant will not be deemed suitable for entry into Flight Global Studio VO.

Once within the slack group, the pilot should check the Slack page, to start getting set up within our VO, and follow the instructions from the slash responses will to be fully welcomed officially into our VO.

Callsigns

FGS 0527-0529:

Staff, Presidential Pilots

FGS0530-0537:

Mentor: Master Paul

FGS0540-0550:

Mentor: Master Hao

FGS0551-0560:

Mentor: Master Lin

FGS0560-0570:

Mentor: Master Andy

Mentors are present to maintain standards within the VO, and to help answer any questions or issues any Pilots may encounter. They also deal with Check-rides after an ATC Ghosting or flying complaint.

Your callsign must be added to your slack display name for easy identification within our slack group.

Callsigns Whilst Flying

In a new move to increase interest for the VO, and to easily identify all FGS members, **all flights must be flown with the callsign format “FGS XXX”, with “XXX” being your personal assigned callsign.** Please add this callsign to your slack username for easy identification in slack.

For example, if you were assigned “AirChina 456” as your callsign, you now must fly under the callsign “FGS456” when flying for our VO. You may also include “FGS” in your display name, if you do so wish. Random checks may be carried out to ensure you follow the correct callsign format when flying for us.



Filing a Flight Report

Here's a handy guide on filing a flight report for our Slack flight channel. You may now record your flight log to note down any flights you would like to carry out within the next 48 hours.

Other Crew CenterNotes:

- You may now bid on routes. Bids remain for 48 hours and are a good way of planning any future flights.
- Flight schedules found in 'flights' are no longer filtered by Rank. If a route is displayed that is in an aircraft you have not unlocked, don't fly the route (unless exception is granted for an event, featured route or such the like.)
- We understand that our website is not completely optimized for mobile devices. We are working on fixing this. In the meantime, a tablet, PC or certain web browsers on mobile (such as Puffin Web Browser) load the webpage normally.

We are currently working on a brand-new pilot center, and we cannot wait to share our progress with you in the coming weeks and months.



Online Flying Conduct

Pilots are reminded that while flying on 'live' they are an ambassador of FGS when flying with 'FGS' in their username, and when flying under their FGS callsign. As a prerequisite, we expect all FGS pilots to be able to display the required intellect of flying to be able to fly well on the Expert server of Infinite Flight.

Pilots are to exercise good manners and are encouraged to be patient with Active ATC (Air Traffic Controllers). If a pilot is ghosted during a Live Flight, the matter will be investigated by HR and the SLT. The member may be suspended or stripped of their membership without notice.

Any help required in terms of Flying or Following ATC commands should be directed to your mentor, or an IFATC member.

Likewise, if FGS receives communication about one of its pilots committing bad conduct, it will be investigated and disciplinary action will be taken.

If you deem it necessary to advise another user of any issues, or enquire about any ghosting, then do so using the private messaging function on the Infinite Flight Community, not using a public post.

Disciplinary procedures following an ATC Ghosting:

Pilots

1st Offence - 3-day suspension, check-ride required upon return

2nd Offence - 7-day suspension, check-ride required upon return **3rd Offence** - 14-days suspension, check-ride required upon return **4th Offence** - **Dismissal from the VO.**

Staff Members

1st Offence - 3-day suspension

2nd Offence - 7-day suspension, Demotion to Pilot. Check-ride required upon return.

3rd Offence - 14-day suspension, check-ride required upon return

4th Offence - **Dismissal from the VO.**

Events

We require all FGS pilots to take part in at least 2 events per month. We provide events almost every day and at varying times to try and accommodate everyone. If you have an issue which means you are unable to attend, please let the events team know. Registers are kept to supervise event attendance, and passed on to the SLT to monitor attendance at events.



Partnerships

IPP International professional pilots

FGS and IPP International professional pilots. We are proud to announce our partnership. You're probably wondering what IPP group is all about, so let us explain; International Professional Pilots (or IPP for short, because who doesn't love an acronym?) is a group of aviation enthusiasts who simply cannot get enough of the Infinite Flight Skies!

Founded in December 2017 and with members from all around the globe, they pride ourselves on being welcoming and friendly to anyone who wishes to join the family. And means family - our members are all supportive of each other and are always happy to help out where they can! IPP encourage a somewhat professional attitude most of the time. There's always room for a bit of a laugh, so no need to worry about us being a super serious group! So, there's a couple of reasons for you to join. Let us give you a few more.





Slack Channel Overview

#aircraft-tutorial	Used to advertise Aircraft operation tutorial of anykind. Some SOP also in this channel.
#approach-charts	Lists any special airport approach charts and departure charts.
#chat	General chat. Talk about anything and everything, to a sensible level.
#eventchat	Only use when we hold event.
#fgs-events	Advertises official FGS Events created by Events Staff. Read-Only Channel.
#flights	Organise flights with fellow FGS Pilots
#flight-log	Share flight log of Flights which you think it's a special flight.
#photos	Submit to our photo channel for a chance to be featured on our Instagram!
#ipp-fgs-event	Advertises official IPP-FGS Events created by Events Staff. Read-Only Channel.
#infinite-news	Any IF update news will be posted here.
#Support	Ask any question which you met.

We also have a Variety of private social channels, such as #gaming. If you'd like to set up a private channel for a specific topic, or join an existing one, contact @Sean.

Slack SlackBot Response

Simply type these slash Response into any slack channel, these responses will then be executed and useful information will appear right before your flight!

A320 Takeoff trim&Landing trim normally = 32% (A321 would like to be 40% for takeoff 50 % for landing) // Takeoff flaps = 1/2 Landing flaps = full // Takeoff & Landing speed are based on your weight // Cruising speed =0 .78

A330 Takeoff trim normally = 30% // Landing trim normally = 42% // Takeoff flaps = 1+F Landing flaps = Full // Takeoff & Landing speed are based on your weight (Takeoff speed is around 165~180+ // Cruising speed =0 .82

CRJ Takeoff trim normally = 90% // Landing trim normally = 100% // Takeoff flaps = 7' // Landing flaps = 30' (short or wet runway use 45') // Takeoff & Landing speed are based on your weight // Cruising speed =0 .78

B777 Takeoff trim&Landing trim normally = 45% // Takeoff flaps = 15' // Landing flaps = 30' // Takeoff & Landing speed are based on your //weight //Cruising speed =0 .84



Internal Leadership Positions

The president or his deputies reserve the right to offer leadership roles to members who the team feel is qualified to fulfil the role, without advertising the role to the wider membership or Infinite Flight Community.

The President reserves the right to demote or dismiss a member from their leadership position at any stage without prior notice and or replace/make redundant the position without advertising it.

One Aim Policy: Staff for the VO should be exclusive to VO and must not be in any other staff position for any other VO within the IFC. This does not apply to Virtual Organisations.

All Staff members are provided with a 'Standard Operating Procedure' of their own which they must abide by, which will help them in the fulfillment of their job role. It is expected they abide by this to remain a part of our staffing team.

'On Leave' Protocol

When a pilot will be away from Slack for more than one week or seven days, they are required to put [On Leave] in their name. They must also contact the HR manager who will compile a list of all people marked as "On Leave", and for how long they will be "On Leave" for.

This is required to ensure any pilots will not be deactivated if they are not present to reply to an inactivity check message.

If a pilot is deactivated, they can message us via any of the methods listed in the "Contact Us" section of the FGS IFC thread or with the links above, and we will reactivate their account without them having to pass the entry test again. They may keep their previous rank and flight hours.



You are reminded to have a good etiquette in both our Community Channels, and the wider Infinite Flight Community. Any issues in regards to behaviour will be dealt with sincerely and swiftly by our Human Resources team. (Contact can be found in our Staffing Section).

As a member of Flight Global Studio , you are asked to follow the following rules:

- You must follow all instructions given by the SLT or persons senior to yourself.
- Under no circumstances are you to swear in open forum.
- Any form of lawful, sexually explicit behaviour or any conduct that undermines who we are as a VO will result in immediate dismissal.
- Any form of criminal behaviour will lead to your immediate dismissal and consideration by SLT will be given to notify relevant authorities.
- Child abuse or abuse will lead to your immediate dismissal and consideration by SLT will be given to notify relevant authorities.
- If you are banned from the IFC you will be examined and this may result in a suspension.
- The SLT/MLT are here to ensure the efficient running of our company.
 - They are senior pilots with a lot of flying hours as well as hours committed to the VO. Any disrespectful behaviour or conduct towards the SLT or MLT may result in punishment.
- Our logo, brand, and ideas cannot be copied, reproduced, or shared anywhere without the explicit consent of the President or Deputy Presidents.
- Pilots must not use personalized reactions that do not belong to them.
- Flights logged in FGS may not also be logged in any other VO including airlines of our codeshare partners and FGS Alliance partners.

Failure to comply with the FGS Code of Conduct will result in dismissal from the VO. Other organisations may be notified of any poor behaviour displayed.



SOP Modification Process and Distribution List

Modification Process

Modification to this document will be made by the Presidential Team when deemed necessary. Following approval from the Presidential Team, the document will be redistributed to all original holders of the document.

Distribution List

The Presidential Team control access of this document and are responsible for the distribution of the manual.

The Recruitment and Human Resources (HR) department are responsible for the distribution of the latest approved version of the manual to new members.

At no point in time is any member other than the above mentioned to distribute this document.

SOP Change Log

22/04/19	Pilots information. Callsign requirements changed. Crew Centre updates, general updates.
24/04/19	Updated Agreements, Staffing Information, Slack response information and other small changes.
09/05/19	Graphical changes, general updates including Staffing Information. Added requirement to contact HR if pilot is going "on leave".



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